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## **Message: Survey Suggestion**

## Survey Suggestion

From Carrie Hoelscher Date Thursday, February 2, 2017 10:10 AM

**To** Kraft, Emily

Cc

**Journal** Emily.kraft@oa.mo.gov

Recipients

**image003.png** (7 Kb нтмL) **image004.jpg** (4 Kb нтмL)

Good Morning Emily,

This email has nothing to do with the new database! I hope that makes your day:)

I was getting back to you regarding an online client survey. Marsha and I both think creating some sort of an online survey for clients would be great. After giving it some thought, we would suggest considering a "one-time use" password to access the survey. The concern is that if a client has decided she's upset with the subcontractor for whatever reason that she could corral her friends to submit false negative surveys, which could be avoided with a password that is only good for one use. It is probably wise to also make sure the survey can be easily accessed and navigated by a mobile device, as not all PRCs have a "public" computer available for their clients to access, without running into some privacy issues.

Thank you for asking for our thoughts on the matter! Have a great day! Carrie Carrie Hoelscher A2A Program Manager



Email 1

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